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EXAMINER

CAMPBELL, KELLIE L

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3691

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PAPER

Please find below and/or attached an Office communication concerning this application or proceeding.

The time period for reply, if any, is set in the attached communication.

Office Action Summary	Application No. 10/501,973	Applicant(s) SCHICKLER, JOHN F	
	Examiner KELLIE CAMPBELL	Art Unit 3691	

-- The MAILING DATE of this communication appears on the cover sheet with the correspondence address --

Period for Reply

A SHORTENED STATUTORY PERIOD FOR REPLY IS SET TO EXPIRE 3 MONTH(S) OR THIRTY (30) DAYS, WHICHEVER IS LONGER, FROM THE MAILING DATE OF THIS COMMUNICATION.

- Extensions of time may be available under the provisions of 37 CFR 1.136(a). In no event, however, may a reply be timely filed after SIX (6) MONTHS from the mailing date of this communication.
- If NO period for reply is specified above, the maximum statutory period will apply and will expire SIX (6) MONTHS from the mailing date of this communication.
- Failure to reply within the set or extended period for reply will, by statute, cause the application to become ABANDONED (35 U.S.C. § 133). Any reply received by the Office later than three months after the mailing date of this communication, even if timely filed, may reduce any earned patent term adjustment. See 37 CFR 1.704(b).

Status

- 1) ☒ Responsive to communication(s) filed on 28 September 2010.
- 2a) ☒ This action is **FINAL**. 2b) ☐ This action is non-final.
- 3) ☐ Since this application is in condition for allowance except for formal matters, prosecution as to the merits is closed in accordance with the practice under *Ex parte Quayle*, 1935 C.D. 11, 453 O.G. 213.

Disposition of Claims

- 4) ☒ Claim(s) 1-58 is/are pending in the application.
- 4a) Of the above claim(s) _____ is/are withdrawn from consideration.
- 5) ☐ Claim(s) _____ is/are allowed.
- 6) ☒ Claim(s) 1-58 is/are rejected.
- 7) ☐ Claim(s) _____ is/are objected to.
- 8) ☐ Claim(s) _____ are subject to restriction and/or election requirement.

Application Papers

- 9) ☐ The specification is objected to by the Examiner.
- 10) ☒ The drawing(s) filed on 28 September 2010 is/are: a) ☒ accepted or b) ☐ objected to by the Examiner.
Applicant may not request that any objection to the drawing(s) be held in abeyance. See 37 CFR 1.85(a).
Replacement drawing sheet(s) including the correction is required if the drawing(s) is objected to. See 37 CFR 1.121(d).
- 11) ☐ The oath or declaration is objected to by the Examiner. Note the attached Office Action or form PTO-152.

Priority under 35 U.S.C. § 119

- 12) ☐ Acknowledgment is made of a claim for foreign priority under 35 U.S.C. § 119(a)-(d) or (f).
- a) ☐ All b) ☐ Some * c) ☐ None of:
1. ☐ Certified copies of the priority documents have been received.
 2. ☐ Certified copies of the priority documents have been received in Application No. _____.
 3. ☐ Copies of the certified copies of the priority documents have been received in this National Stage application from the International Bureau (PCT Rule 17.2(a)).

* See the attached detailed Office action for a list of the certified copies not received.

Attachment(s)

- | | |
|---|---|
| 1) <input type="checkbox"/> Notice of References Cited (PTO-892) | 4) <input type="checkbox"/> Interview Summary (PTO-413) |
| 2) <input type="checkbox"/> Notice of Draftperson's Patent Drawing Review (PTO-948) | Paper No(s)/Mail Date. _____ |
| 3) <input type="checkbox"/> Information Disclosure Statement(s) (PTO/SB/08) | 5) <input type="checkbox"/> Notice of Informal Patent Application |
| Paper No(s)/Mail Date _____ | 6) <input type="checkbox"/> Other: _____ |

DETAILED ACTION

1. The following is a final Office action on the merits in response to the amendment filed September 28, 2010. No claims are added. No claims are cancelled. Claims 1-58 are amended. **Therefore, Claims 1-58 are pending and examined below.**

Response to Amendment

2. Applicant's amendments to the claims are insufficient to overcome the 35 U.S.C. 112, second paragraph rejections set forth in the prior Office action. The rejections are maintained.
3. Applicant's amendments to the independent claims are sufficient to overcome the 35 U.S.C. 101 rejections set forth in the prior Office action
4. Applicant's amendment to Claim 23 is sufficient to overcome the objection set forth in the previous Office action.

Response to Arguments

5. Applicant's arguments filed September 16, 2010 have been fully considered but they are not persuasive.
6. Applicant argues that Li fails to teach or suggest "listing all parts for each vehicle so listed".

Examiner respectfully disagrees. Li discloses a database which contains vehicle information (see at least Figure 2 no-91, cases database, vehicle information) and a vehicle owner database which contains warranty information (Figure 1, vehicle owner database). In response to input from a customer brings a car in for service, the user of Li's system is able view a computer-human interface for performing lookups of a listing of parts for each vehicle

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listed that has parts under warranty (see at least Figure 27, LOP-list of parts). Examiner notes that the vehicle information, before being viewed on the interface, is listed in the in databases, so while all the parts may not be immediately viewable (not required by the claim language) all parts are listed within the various databases and cross-referenced to their warranties.

Therefore, Li meets the limitation.

7. Applicant argues that Li fails to teach or disclose "listing the original equipment manufacturers standard repair time allowed for repair for each such part".

Examiner respectfully disagrees. Applicant mischaracterizes the reference. Li is clearly directed to warranty based repair of vehicles and vehicle parts (see at least Abstract, A computer-based warranty administration system provides vehicle-specific service... The system further includes a repair processing module for administering warranty-specific service based on the diagnosis and the service information.) using original manufacturer's equipment (see at least Figure 17 and related text). It is not merely a system for managing vehicle repairs at a vehicle repair facility. Further, at least Figure 17 of Li shows an "original equipment manufacturers standard repair time allowed". Figure 17 specifically shows in the work order section s a Mopar oil filter and the allowed time to repair it. Examiner notes that is the original equipment manufacturer of automobile parts and the service arm of Chrysler Group for all Chrysler vehicles. Examiner also notes that the vehicle part information, before being viewed on the interface, is listed in the in databases, so while all the parts and their allowed repair time may not be immediately viewable (not required by the claim language) all oem (i.e. Mopar) repair times are listed within the various databases and cross-referenced to their warranties.

8. Applicant argues that Li fails to disclose an "original equipment manufacturers standard repair time allowed".

Examiner respectfully disagrees. See arguments above.

Claim Objections

9. Claim 23 objected to because of the following informalities: code should not be capitalized. Appropriate correction is required.

Claim Rejections - 35 USC § 112

10. The following is a quotation of the second paragraph of 35 U.S.C. 112:

The specification shall conclude with one or more claims particularly pointing out and distinctly claiming the subject matter which the applicant regards as his invention.

11. **Claims 1-58 are rejected under 35 U.S.C. 112, second paragraph, as being indefinite for failing to particularly point out and distinctly claim the subject matter which applicant regards as the invention.**

12. **As per Claims 1-58**, they each recite conditional language and/or statements of intended use. These recitations do not limit scope of the claims. Examples of such language include the following: "could be prepared", "providing", "allowing", "for future access", "can prepare", "for accessing and processing", "such that the user is enabled to search for information associated with", "such that the user designates", "can operate", etc. The subject matter of a properly construed claim is defined by the terms that limit its scope. It is this subject matter that must be examined. As a general matter, the grammar and intended meaning of terms used in a claim will dictate whether the language limits the claim scope. Language that suggests or makes optional but does not require steps to be performed or does not limit a claim to a particular structure does not limit the scope of a claim or claim limitation. Applicant should positively recite intended methods steps and remove instances of intended use in response to input from Applicant is trying to provide claim scope. Clarification is required. See MPEP

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§2106. As a courtesy to Applicant, Examiner has highlighted the problematic language in underlined boldface.

Claim Rejections - 35 USC § 101

13. 35 U.S.C. 101 reads as follows:

Whoever invents or discovers any new and useful process, machine, manufacture, or composition of matter, or any new and useful improvement thereof, may obtain a patent therefor, subject to the conditions and requirements of this title.

14. **Claims 1-58 are rejected under 35 U.S.C. 101 because the claimed invention is directed to non-statutory subject matter.**

15. **As per Claims 1, 10, 17, 23**, they directed to the computer-implemented method comprising the steps of "compiling" and "providing", ". In order for a process to be considered statutory under 35 U.S.C. §101, the claimed process must satisfy the "**machine or transformation test**"; that is the process must either: (1) be tied to a particular machine or apparatus or (2) transform a particular article to a different state or thing. In re Bilski, 545 F. 3d 943, 88USPQ2d 1385 (Fed. Cir. 2008). In response to input from neither of these requirements is met by the claim, the method is not a patent eligible process under 35 U.S.C. §101 and is non-statutory subject matter. The method steps of Claims 1, 10, 17, 23 are not tied to a machine or apparatus and do not involve transforming an article into a different state or thing. Applicant's claim is not drawn to patent-eligible subject matter because it fails the "**machine or transformation test**". Therefore, Claim 1, 10, 17, 23 are rejected under 35 U.S.C. 101 because the claimed invention is directed to non-statutory subject matter.

16. **As per Claims 2-9, 11-16, 18-22, 24-58**, they each depend either directly or indirectly on Claims 1, 7, 10, 17, and 23 and do not cure the deficiencies set forth above. Therefore, Claims

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2-15 are also rejected under 35 U.S.C. 101 because the claimed invention is directed to non-statutory subject matter.

Claim Rejections - 35 USC § 103

17. The following is a quotation of 35 U.S.C. 103(a) which forms the basis for all obviousness rejections set forth in this Office action:

(a) A patent may not be obtained though the invention is not identically disclosed or described as set forth in section 102 of this title, if the differences between the subject matter sought to be patented and the prior art are such that the subject matter as a whole would have been obvious at the time the invention was made to a person having ordinary skill in the art to which said subject matter pertains. Patentability shall not be negated by the manner in which the invention was made.

18. **Claims 1-58 are rejected under 35 U.S.C. 103(a) as being unpatentable over U.S. Patent No. 6,609,050 to Li (hereinafter Li) in view of U.S. Patent Application No. 2002/0091706 to Anderson et al. (hereinafter Anderson).**

19. **As per Claim 1**, Li discloses a computer-implemented method of preparing an original equipment manufacture warranty claim associated with a vehicle operating on a programmed computer, comprising:

compiling, using a computing apparatus, a computer accessible database, said database listing a plurality of vehicles on which warranty claims are prepared for a user, listing all parts for each vehicle so listed, listing the original equipment manufacturers standard repair time allowed for repair for each such part listing the proper failure and cause codes required by the original equipment manufacturer for each such part (see at least Figures 1, 17, 26, and 27 and related text; see Figure 28 and related text; Column 8, Lines 46-49, FIG. 28 depicts an user interface whereby multi-media failure code descriptions are provided to the service associate in order to determine what type of problem exists relative to the vehicle; see Figure 17 and related text, Column 5, Lines 13-18, Data fields for the cases database 91 include summary, keywords,

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diagnosis, vehicle information, and servicing recommendation.; Figure 2-no. 91 and related text);

providing, using a computing apparatus, a computer program for accessing and processing information from the aforesaid database, the program **providing** a listing of vehicle parts for a particular vehicle listed in the database in response to input from the user indicates a particular vehicle in the database, **providing** the original equipment manufacturer's standard repair time allowed for repair in response to input from the user that indicates a particular part, **providing** the original equipment manufacturer's proper failure and cause codes in response to input from the user indicates a particular part (see at least Figures 1, 17, 26, and 27 and related text; see Figure 28 and related text; Column 8, Lines 46-49, FIG. 28 depicts an user interface whereby multi-media failure code descriptions are provided to the service associate in order to determine what type of problem exists relative to the vehicle; see Figure 17 and related text, Column 5, Lines 13-18, Data fields for the cases database 91 include summary, keywords, diagnosis, vehicle information, and servicing recommendation.; Figure 2-no. 91 and related text).

Li does not expressly disclose the database containing the original equipment manufacturer's standard form for a warranty claim or preparing a warranty claim on the original equipment manufacturer's standard form for a warranty claim based on the aforesaid information.

However, Anderson teaches a program that prepares a warranty claim on the original equipment manufacturers' standard form for a warranty claim (§32).

Therefore, it would have been obvious to a person having ordinary skill in the art at the time the invention was made to modify the invention of Li with the teachings of Anderson to include the database containing the original equipment manufacturer's standard form for a

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warranty claim or preparing a warranty claim on the original equipment manufacturer's standard form for a warranty claim based on the aforesaid information.

A person having ordinary skill in the art at the time the invention was made would have been motivated to do so in order to prevent the user from having to keep paper records of warranty information as taught by Anderson (¶32).

20. **As per Claim 2**, Li discloses the computer-implemented method as set forth in claim 1, wherein the vehicles are indexed in the database using some portion of each vehicle's official vehicle identification number such that the user is enabled to search for information associated with a particular vehicle by inputting said portion (see Figure 17 and related text; Column 7, Lines 9-12, With respect to FIG. 17, a service associate can specify a particular vehicle via keypunching the VIN number or via VIN wireless bar code scanner that prepopulate these data fields as shown by reference numeral 300).

21. **As per Claim 3**, Li does not expressly disclose the computer-implemented method as set forth in claim 1, wherein the vehicles are indexed in the database using a vehicle identification number assigned by the user such that the user is enabled to search for information associated with a particular vehicle by inputting said number.

However, Anderson teaches a vehicle identification number and personalization of the vehicle information (¶12, Yet still another exemplary embodiment of the invention relates to a vehicle personalization system. The vehicle personalization system includes a communications network, a server computer in communication with the communications network, and a client computer in communication with the communications network. The vehicle personalization system also includes a vehicle personalization database accessible by the server computer, the vehicle personalization database including information for an individual vehicle relating to the customization of the individual vehicle; ¶13, a program running on the server computer, the

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program configured to provide access to vehicle specific data stored in the vehicle personalization database, based on a vehicle specific identifier provided to the server computer by the client computer).

Therefore, it would have been obvious to a person having ordinary skill in the art at the time the invention was made to modify the invention of Li with the teachings of Anderson so that the vehicles are indexed in the database using a vehicle identification number by the user such that the user is **enabled** to search for information associated with a particular vehicle by said number.

A person having ordinary skill in the art at the time the invention was made would have been motivated to do so in order to simplify access to vehicle information.

22. **As per Claim 4**, Li discloses the computer-implemented method as set forth in claim 1, wherein vehicle parts for each vehicle are indexed in the database by vehicle systems, the program **provides** a listing of such systems in response to input from the user that indicates a particular vehicle, and the program **provides** a listing of parts in a vehicle system in response to input from the user that indicates a particular vehicle system (Column 5, Lines 13-18, Data fields for the cases database 91 include summary, keywords, diagnosis, vehicle information, and servicing recommendation.; Figure 2-no. 91 and related text)

23. **As per Claim 5**, Li discloses the computer-implemented method as set forth in claim 1, wherein the computer program further prepares a work summary based on the aforesaid information (see Figure 17 and related text, Column 5, Lines 13-18, Data fields for the cases database 91 include summary, keywords, diagnosis, vehicle information, and servicing recommendation.; Figure 2-No. 91 and related text).

24. **As per Claim 6**, Li discloses the computer-implemented method as set forth in claim 1, wherein the program stores the warranty claim and the information used in developing the

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warranty claim in a computer file (see Figures 1-6 and related text—*Examiner notes that the figures show databases for storage of vehicle and warranty claim information*; Column 1, Lines 65-67 through Column 2, Lines 1-7, In accordance with the teachings of the present invention, a computer-based warranty administration system with a dialog manager is provided for collecting service information regarding a vehicle from a user. The system also preferably has a case based reasoning module for analyzing the service information to determine a diagnosis. The system further includes a repair processing module for administering warranty-specific service based on the diagnosis and the service information.).

25. **As per Claim 7**, Li discloses the computer-implemented method as set forth in claim 1, wherein said database further includes a listing of bills of materials for the vehicles and a listing of the parts set forth in each of said bills of materials for the vehicles, and said program **provides** a listing of bills of material for a vehicle in response to input from the user indicates that vehicle, **provides** parts for a particular bill of materials in response to input from the user indicates that bill of materials, **provides** the original equipment manufacturer's standard repair time allowed for repair in response to input from the user indicates a particular part, **provides** the original equipment manufacturer's proper failure and cause codes in response to input from the user indicates a particular part (see at least Figures 1, 17, 26, and 27 and related text).

Li does not expressly disclose that the program prepares a warranty claim on the original equipment manufacturer's standard form for a warranty claim based on the aforesaid information.

However, Anderson teaches a program that prepares a warranty claim on the original equipment manufacturers' standard form for a warranty claim (¶32).

Therefore, it would have been obvious to a person having ordinary skill in the art at the time the invention was made to modify the invention of Li with the teachings of Anderson so that

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the program prepares a warranty claim on the original equipment manufacturers' standard form for a warranty claim.

A person having ordinary skill in the art at the time the invention was made would have been motivated to do so in order to prevent the user from having to keep paper records of warranty information as taught by Anderson (¶32).

26. **As per Claim 8**, Li does not expressly disclose the computer-implemented method as set forth in claim 1, wherein said database further includes supplier numbers for parts, and said program operates using supplier numbers as well as original equipment manufacturer's numbers.

However, Anderson teaches supplier parts and original equipment manufacturer's parts (see at least Figure 6D and related text; see at least Figure 4B and related text)

Therefore, it would have been obvious to a person having ordinary skill in the art at the time the invention was made to modify the invention of Li with the teachings of Anderson so that the database further includes supplier numbers for parts, and said program fully using supplier numbers as well as original equipment manufacturer's numbers.

A person having ordinary skill in the art at the time the invention was made would have been motivated to do so in order to make the program easier to use.

27. **As per Claim 9**, Li discloses the computer-implemented method as set forth in claim 1, wherein a single code number is used in the database to denote each part and the original equipment manufacturers standard repair time for a part, and is used by the computer program to link these to the proper failure and cause codes required by the original equipment manufacturer for the part (see Figure 28 and related text; Column 8, Lines 46-49, FIG. 28 depicts an user interface whereby multi-media failure code descriptions are provided to the service associate in order to determine what type of problem exists relative to the vehicle.)

Li does not expressly disclose also linking the original equipment manufacturer's standard form for a warranty claim for that part.

However, Anderson teaches a program that prepares a warranty claim on the original equipment manufacturers' standard form for a warranty claim (¶32, A user may access service and warranty information by using link 320 which leads to a services and warranty screen depicted in FIG. 4. Services and warranty screen 400 may include a plurality of links including but not limited to a service link 410 which provides service details, maintenance logs, and any recall information relating to the user's vehicle. Accordingly, a user who is not aware of a product recall on a part of the vehicle may proceed to service link 410 and be apprised of such information. Services and warranty application 400 also includes a warranty link 420. Proceeding through link 420 will provide a user with specific warranty information regarding the user's vehicle. Accordingly, a user need not keep paper records of warranty information, the warranty information being retrievable and accessible on-line.).

Therefore, it would have been obvious to a person having ordinary skill in the art at the time the invention was made to modify the invention of Li with the teachings of Anderson to also link a warranty claim on the original equipment manufacturers' standard form for a warranty claim.

A person having ordinary skill in the art at the time the invention was made would have been motivated to do so in order to prevent the user from having to keep paper records of warranty information as taught by Anderson (¶32).

28. **As per Claim 10**, Li discloses the computer-implemented method of preparing an original equipment manufacture warranty claim associated with a vehicle operating on a programmed computer, comprising:

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compiling, using a computing apparatus, a computer accessible database, said database listing a plurality of vehicles on which warranty claims are prepared for a user listing all vehicle systems for each vehicle so listed, listing all parts for each vehicle system so listed, listing the original equipment manufacturers standard repair time allowed for repair for each such part, listing the proper failure and cause codes required by the original equipment manufacturer for each such part (see at least Figures 1, 17, 26, and 27 and related text; see Figure 28 and related text; Column 8, Lines 46-49, FIG. 28 depicts an user interface whereby multi-media failure code descriptions are provided to the service associate in order to determine what type of problem exists relative to the vehicle).; and

providing, using a computing apparatus, a computer program for accessing and processing information from the aforesaid database, the program **providing** a listing of vehicle systems for a particular vehicle listed in the database in response to input from the user indicates a particular vehicle in the database, **providing** a listing of vehicle parts in that system in response to input from the user indicates a particular system, **providing**, using a computing apparatus, the original equipment manufacturer's standard repair time allowed for repair in response to input from the user indicates a particular part, **providing** the original equipment manufacturer's proper failure and cause codes in response to input from the user indicates a particular part, preparing a work summary based on the aforesaid information (see at least Figures 1, 17, 26, and 27 and related text; see Figure 28 and related text; Column 8, Lines 46-49, FIG. 28 depicts an user interface whereby multi-media failure code descriptions are provided to the service associate in order to determine what type of problem exists relative to the vehicle; see Figure 17 and related text, Column 5, Lines 13-18, Data fields for the cases database 91 include summary, keywords, diagnosis, vehicle information, and servicing recommendation.; Figure 2-no. 91 and related text).

Li does not expressly disclose the database containing the original equipment manufacturer's standard form for a warranty claim or preparing a warranty claim on the original equipment manufacturer's standard form for a warranty claim based on the aforesaid information.

However, Anderson teaches a program that prepares a warranty claim on the original equipment manufacturers' standard form for a warranty claim (§32).

Therefore, it would have been obvious to a person having ordinary skill in the art at the time the invention was made to modify the invention of Li with the teachings of Anderson to include the database containing the original equipment manufacturer's standard form for a warranty claim or preparing a warranty claim on the original equipment manufacturer's standard form for a warranty claim based on the aforesaid information.

A person having ordinary skill in the art at the time the invention was made would have been motivated to do so in order to prevent the user from having to keep paper records of warranty information as taught by Anderson (§32).

29. **As per Claim 11**, Li discloses the computer-implemented method as set forth in claim 10, wherein the vehicles are indexed in the database using some portion of each vehicle's official vehicle identification number such that the user is enabled to search for information associated with a particular vehicle by inputting said portion (see Figure 17 and related text; Column 7, Lines 9-12, With respect to FIG. 17, a service associate can specify a particular vehicle via keypunching the VIN number or via VIN wireless bar code scanner that prepopulate these data fields as shown by reference numeral 300).

30. **As per Claim 12**, Li discloses the computer-implemented method as set forth in claim 10, wherein the vehicles are indexed in the database using a vehicle identification number

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assigned by the user such that the user is enabled to search for information associated with a particular vehicle by said number.

However, Anderson teaches a vehicle identification number and personalization of the vehicle information (§12, Yet still another exemplary embodiment of the invention relates to a vehicle personalization system. The vehicle personalization system includes a communications network, a server computer in communication with the communications network, and a client computer in communication with the communications network. The vehicle personalization system also includes a vehicle personalization database accessible by the server computer, the vehicle personalization database including information for an individual vehicle relating to the customization of the individual vehicle; §13, a program running on the server computer, the program configured to provide access to vehicle specific data stored in the vehicle personalization database, based on a vehicle specific identifier provided to the server computer by the client computer).

Therefore, it would have been obvious to a person having ordinary skill in the art at the time the invention was made to modify the invention of Li with the teachings of Anderson so that the vehicles are indexed in the database using a vehicle identification number by the user such that the user is enabled to search for information associated with a particular vehicle by said number.

A person having ordinary skill in the art at the time the invention was made would have been motivated to do so in order to simplify access to vehicle information.

31. **As per Claim 13**, Li discloses the computer-implemented method as set forth in claim 10, wherein the program can save the warranty claim and the information used in developing the warranty claim in a computer file (see Figures 1-6 and related text—*Examiner notes that the figures show databases for storage of vehicle and warranty claim information*; Column 1, Lines

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65-67 through Column 2, Lines 1-7, In accordance with the teachings of the present invention, a computer-based warranty administration system with a dialog manager is provided for collecting service information regarding a vehicle from a user. The system also preferably has a case based reasoning module for analyzing the service information to determine a diagnosis. The system further includes a repair processing module for administering warranty-specific service based on the diagnosis and the service information.)

32. **As per Claim 14**, Li discloses the computer-implemented method as set forth in claim 10, wherein said database further includes a listing of bills of materials for the vehicles and a listing of the parts set forth in each of said bills of materials for the vehicles, and said program **provides** a listing of bills of material for a vehicle in response to input from the user indicates that vehicle, **provides** parts for a particular bill of materials in response to input from the user indicates that bill of materials, **provides** the original equipment manufacturer's standard repair time allowed for repair in response to input from the user indicates a particular part, **provides** the original equipment manufacturer's proper failure and cause codes in response to input from the user indicates a particular part (see at least Figures 1, 17, 26, and 27 and related text).

Li does not expressly disclose that the program prepares a warranty claim on the original equipment manufacturer's standard form for a warranty claim based on the aforesaid information.

However, Anderson teaches a program that prepares a warranty claim on the original equipment manufacturers' standard form for a warranty claim (§32).

Therefore, it would have been obvious to a person having ordinary skill in the art at the time the invention was made to modify the invention of Li with the teachings of Anderson so that the program prepares a warranty claim on the original equipment manufacturers' standard form for a warranty claim.

A person having ordinary skill in the art at the time the invention was made would have been motivated to do so in order to prevent the user from having to keep paper records of warranty information as taught by Anderson (§32).

33. **As per Claim 15**, Li discloses method as set forth in claim 10, wherein said database further includes supplier numbers for parts, and said program operates using supplier numbers as well as original equipment manufacturer's numbers. However, Anderson teaches supplier parts and original equipment manufacturer's parts (see at least Figure 6D and related text; see at least Figure 4B and related text).

Therefore, it would have been obvious to a person having ordinary skill in the art at the time the invention was made to modify the invention of Li with the teachings of Anderson so that the database further includes supplier numbers for parts, and said program operates using supplier numbers as well as original equipment manufacturer's numbers.

A person having ordinary skill in the art at the time the invention was made would have been motivated to do so in order to make the program easier to use.

34. **As per Claim 16**, Li discloses the computer-implemented method as set forth in claim 10, wherein a single code number is used in the database to denote each part and the original equipment manufacturers standard repair time for that part, and is used by the computer program to link these to the vehicle system for the part, the proper failure and cause codes required by the original equipment manufacturer for the part (see at least Figures 1, 17, 26, and 27 and related text).

Li does not expressly disclose a warranty claim on the original equipment manufacturer's standard form for a warranty claim that part.

However, Anderson teaches a program that prepares a warranty claim on the original equipment manufacturers' standard form for a warranty claim (§32).

Therefore, it would have been obvious to a person having ordinary skill in the art at the time the invention was made to modify the invention of Li with the teachings of Anderson to include a warranty claim on the original equipment manufacturers' standard form for a warranty claim that part.

A person having ordinary skill in the art at the time the invention was made would have been motivated to do so in order to prevent the user from having to keep paper records of warranty information as taught by Anderson (¶32).

35. **As per Claim 17**, Li discloses the computer-implemented method preparing an original equipment manufacture warranty claim associated with a vehicle operating on a programmed computer, comprising:

compiling, using a computing apparatus, a computer accessible database, said database listing a plurality of vehicles on which warranty claims are prepared for a user, listing a plurality of vehicle systems for each vehicle so listed, listing all parts for each vehicle system so listed, listing the original equipment manufacturers standard repair time allowed for repair for each such part, listing the proper failure and cause codes required by the original equipment manufacturer for each such part listing all bills of materials for the vehicles, and listing all parts set forth in each of said bills of materials for the vehicles; and

(see at least Figures 1, 17, 26, and 27 and related text; see Figure 28 and related text; Column 8, Lines 46-49, FIG. 28 depicts an user interface whereby multi-media failure code descriptions are provided to the service associate in order to determine what type of problem exists relative to the vehicle).

providing, using a computing apparatus, a computer program for accessing and processing information from the aforesaid database, the program **providing** a listing of vehicle systems for a particular vehicle listed in the database in response to input from the user

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indicates a particular vehicle in the database, providing a listing of vehicle parts in that system in response to input from the user indicates a particular system, providing a listing of bills of material for a vehicle in response to input from the user indicates that vehicle, providing a listing of parts for a particular bill of materials in response to input from the user indicates that bill of materials, providing the original equipment manufacturer's standard repair time allowed for repair in response to input from the user indicates a particular part, providing the original equipment manufacturer's proper failure and cause codes in response to input from the user indicates a particular part, preparing a work summary based on the aforesaid information (see at least Figures 1, 17, 26, and 27 and related text; see Figure 28 and related text; Column 8, Lines 46-49, FIG. 28 depicts an user interface whereby multi-media failure code descriptions are provided to the service associate in order to determine what type of problem exists relative to the vehicle; see Figure 17 and related text, Column 5, Lines 13-18, Data fields for the cases database 91 include summary, keywords, diagnosis, vehicle information, and servicing recommendation.; Figure 2-no. 91 and related text).

Li does not expressly disclose the database containing the original equipment manufacturer's standard form for a warranty claim or preparing a warranty claim on the original equipment manufacturer's standard form for a warranty claim based on the aforesaid information.

However, Anderson teaches a program that prepares a warranty claim on the original equipment manufacturers' standard form for a warranty claim (§32).

Therefore, it would have been obvious to a person having ordinary skill in the art at the time the invention was made to modify the invention of Li with the teachings of Anderson to include the database containing the original equipment manufacturer's standard form for a

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warranty claim or preparing a warranty claim on the original equipment manufacturer's standard form for a warranty claim based on the aforesaid information.

A person having ordinary skill in the art at the time the invention was made would have been motivated to do so in order to prevent the user from having to keep paper records of warranty information as taught by Anderson (¶32).

36. **As per Claim 18**, Li discloses the computer-implemented method as set forth in claim 17, wherein the vehicles are indexed in the database using some portion of each vehicle's official vehicle identification number such that the user is enabled to search for information associated with a particular vehicle by said portion (see Figure 17 and related text; Column 7, Lines 9-12, With respect to FIG. 17, a service associate can specify a particular vehicle via keypunching the VIN number or via VIN wireless bar code scanner that prepopulate these data fields as shown by reference numeral 300).

37. **As per Claim 19**, Li the computer-implemented method as set forth in claim 17, wherein the vehicles are indexed in the database using a vehicle identification number assigned by the user such that the user is enabled to search for information associated with a particular vehicle by said number.

However, Anderson teaches a vehicle identification number and personalization of the vehicle information (¶12, Yet still another exemplary embodiment of the invention relates to a vehicle personalization system. The vehicle personalization system includes a communications network, a server computer in communication with the communications network, and a client computer in communication with the communications network. The vehicle personalization system also includes a vehicle personalization database accessible by the server computer, the vehicle personalization database including information for an individual vehicle relating to the customization of the individual vehicle; ¶13, a program running on the server computer, the

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program configured to provide access to vehicle specific data stored in the vehicle personalization database, based on a vehicle specific identifier provided to the server computer by the client computer).

Therefore, it would have been obvious to a person having ordinary skill in the art at the time the invention was made to modify the invention of Li with the teachings of Anderson so that the vehicles are indexed in the database using a vehicle identification number by the user such that the user is **enabled** to search for information associated with a particular vehicle by said number.

A person having ordinary skill in the art at the time the invention was made would have been motivated to do so in order to simplify access to vehicle information.

38. **As per Claim 20**, Li the computer-implemented method as set forth in claim 17, wherein the program can save the warranty claim and the information used in developing the warranty claim in a computer file (see Figures 1-6 and related text; Column 1, Lines 65-67 through Column 2, Lines 1-7).

39. **As per Claim 21**, Li the computer-implemented method as set forth in claim 17, wherein said database further includes supplier numbers for parts, and said program operates using supplier numbers as well as original equipment manufacturer's numbers.

However, Anderson teaches supplier parts and original equipment manufacturer's parts (see at least Figure 6D and related text; see at least Figure 4B and related text)

Therefore, it would have been obvious to a person having ordinary skill in the art at the time the invention was made to modify the invention of Li with the teachings of Anderson so that the database further includes supplier numbers for parts, and said program operates using supplier numbers as well as original equipment manufacturer's numbers.

A person having ordinary skill in the art at the time the invention was made would have been motivated to do so in order to make the program easier to use.

40. **As per Claim 22**, Li the computer-implemented method as set forth in claim 17, wherein a single code number is used in the database to denote each part and the original equipment manufacturers standard repair time for that part, and is used by the computer program to link these to the vehicle system for the part, the proper failure and cause codes required by the original equipment manufacturer for the part, the original equipment manufacturer's standard form for a warranty claim for that part, and bills of material for the vehicle containing that part (see at least Figures 1, 17, 26, and 27 and related text; see Figure 28 and related text; Column 8, Lines 46-49, FIG. 28 depicts an user interface whereby multi-media failure code descriptions are provided to the service associate in order to determine what type of problem exists relative to the vehicle.).

Li does not expressly disclose also linking the original equipment manufacturer's standard form for a warranty claim for that part.

However, Anderson teaches a program that prepares a warranty claim on the original equipment manufacturers' standard form for a warranty claim (¶32, A user may access service and warranty information by using link 320 which leads to a services and warranty screen depicted in FIG. 4. Services and warranty screen 400 may include a plurality of links including but not limited to a service link 410 which provides service details, maintenance logs, and any recall information relating to the user's vehicle. Accordingly, a user who is not aware of a product recall on a part of the vehicle may proceed to service link 410 and be apprised of such information. Services and warranty application 400 also includes a warranty link 420.

Proceeding through link 420 will provide a user with specific warranty information regarding the

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user's vehicle. Accordingly, a user need not keep paper records of warranty information, the warranty information being retrievable and accessible on-line.).

Therefore, it would have been obvious to a person having ordinary skill in the art at the time the invention was made to modify the invention of Li with the teachings of Anderson to also link a warranty claim on the original equipment manufacturers' standard form for a warranty claim.

A person having ordinary skill in the art at the time the invention was made would have been motivated to do so in order to prevent the user from having to keep paper records of warranty information as taught by Anderson (§32).

41. **As per Claim 23**, Li the computer-implemented method preparing an original equipment manufacture warranty claim associated with a vehicle operating on a programmed computer, comprising:

Compiling, using a computing apparatus, a computer accessible database containing information on a group of vehicles, said information including a listing of the vehicles, a listing of parts used in the assemblage of each such vehicle, and items of information including images related to each such part, where each vehicle is linked to the list of parts used in the assemblage of that vehicle, and where each part is linked to items of information related to that part via a single Code linked to that part and to the items of information related to that part (see at least Figures 1, 17, 26, and 27 and related text); and

providing, using a computing apparatus, a computer program for accessing and processing information from the aforesaid database, the program allowing the user to search said database and obtain linked database information (see at least Figures 1, 17, 26, and 27 and related text).

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42. . **As per Claim 24**, Li the computer-implemented method as described in claim 23, above, wherein said items of information include at least one of original equipment manufacturers' standard repair times allowed for repair of each part, proper failure and cause codes required by the original equipment manufacturer for each part, standard forms for warranty claims for the original equipment manufacturers of each part, official vehicle identification numbers for each vehicle of the group ((see at least Figures 1, 17, 26, and 27 and related text; see Figure 17 and related text; Column 7, Lines 9-12, With respect to FIG. 17, a service associate can specify a particular vehicle via keypunching the VIN number or via VIN wireless bar code scanner that prepopulate these data fields as shown by reference numeral 300), user assigned vehicle identification numbers for each vehicle of the group, vehicle systems for each part, bills of materials for each vehicle of the group, supplier numbers for all parts on all bills of materials for any vehicle of the group, vehicle systems for each vehicle of the group, vehicle parts for each vehicle system, and images of any of the aforesaid items.

However, Anderson teaches a vehicle identification number and personalization of the vehicle information (¶12, Yet still another exemplary embodiment of the invention relates to a vehicle personalization system. The vehicle personalization system includes a communications network, a server computer in communication with the communications network, and a client computer in communication with the communications network. The vehicle personalization system also includes a vehicle personalization database accessible by the server computer, the vehicle personalization database including information for an individual vehicle relating to the customization of the individual vehicle; ¶13, a program running on the server computer, the program configured to provide access to vehicle specific data stored in the vehicle personalization database, based on a vehicle specific identifier provided to the server computer by the client computer).

Therefore, it would have been obvious to a person having ordinary skill in the art at the time the invention was made to modify the invention of Li with the teachings of Anderson so that the vehicles are indexed in the database using a vehicle identification number by the user such that the user is **enabled** to search for information associated with a particular vehicle by said number.

A person having ordinary skill in the art at the time the invention was made would have been motivated to do so in order to simplify access to vehicle information.

43. **As per Claim 25**, Li the computer-implemented method as set forth in claim 23, wherein the program **provides** a listing of vehicle parts for a particular vehicle listed in the database in response to input from the user indicates a particular vehicle in the database (see at least Figure 17 and related text).

44. **As per Claim 26**, Li the computer-implemented method as set forth in claim 23, wherein the program **provides** the original equipment manufacturer's standard repair time allowed for repair in response to input from the user indicates a particular part (see at least Figure 17 and related text; .

45. **As per Claim 27**, Li the computer-implemented method as set forth in claim 23, wherein the program **provides** the original equipment manufacturer's proper failure and cause codes in response to input from the user indicates a particular part (see at least Figure 17 and related text) .

46. **As per Claim 28**, Li does not expressly disclose the computer-implemented method as set forth in claim 23, wherein the program prepares a warranty claim on the original equipment manufacturers' standard form for a warranty claim.

However, Anderson teaches a program that prepares a warranty claim on the original equipment manufacturers' standard form for a warranty claim (¶32, A user may access service

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and warranty information by using link 320 which leads to a services and warranty screen depicted in FIG. 4. Services and warranty screen 400 may include a plurality of links including but not limited to a service link 410 which provides service details, maintenance logs, and any recall information relating to the user's vehicle. Accordingly, a user who is not aware of a product recall on a part of the vehicle may proceed to service link 410 and be apprised of such information. Services and warranty application 400 also includes a warranty link 420.

Proceeding through link 420 will provide a user with specific warranty information regarding the user's vehicle. Accordingly, a user need not keep paper records of warranty information, the warranty information being retrievable and accessible on-line.).

Therefore, it would have been obvious to a person having ordinary skill in the art at the time the invention was made to modify the invention of Li with the teachings of Anderson so that the program prepares a warranty claim on the original equipment manufacturers' standard form for a warranty claim.

A person having ordinary skill in the art at the time the invention was made would have been motivated to do so in order to prevent the user from having to keep paper records of warranty information as taught by Anderson (¶32).

47. **As per Claim 29**, Li the computer-implemented method as set forth in claim 23, wherein the vehicles are indexed in the database using some portion of each vehicle's official vehicle identification number such that the user is enabled to search for information associated with a particular vehicle by said portion (see Figure 17 and related text; Column 7, Lines 9-12, With respect to FIG. 17, a service associate can specify a particular vehicle via keypunching the VIN number or via VIN wireless bar code scanner that prepopulate these data fields as shown by reference numeral 300). .

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48. **As per Claim 30**, Li the computer-implemented method as set forth in claim 23, wherein the vehicles are indexed in the database using a vehicle identification number assigned by the user such that the user is **enabled** to search for information associated with a particular vehicle by said number.

However, Anderson teaches a vehicle identification number and personalization of the vehicle information (¶12, Yet still another exemplary embodiment of the invention relates to a vehicle personalization system. The vehicle personalization system includes a communications network, a server computer in communication with the communications network, and a client computer in communication with the communications network. The vehicle personalization system also includes a vehicle personalization database accessible by the server computer, the vehicle personalization database including information for an individual vehicle relating to the customization of the individual vehicle; ¶13, a program running on the server computer, the program configured to provide access to vehicle specific data stored in the vehicle personalization database, based on a vehicle specific identifier provided to the server computer by the client computer).

Therefore, it would have been obvious to a person having ordinary skill in the art at the time the invention was made to modify the invention of Li with the teachings of Anderson so that the vehicles are indexed in the database using a vehicle identification number by the user such that the user is **enabled** to search for information associated with a particular vehicle by said number.

A person having ordinary skill in the art at the time the invention was made would have been motivated to do so in order to simplify access to vehicle information.

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49. **As per Claim 31**, Li the computer-implemented method as set forth in claim 23, wherein vehicle parts for each vehicle are indexed in the database by vehicle systems (see at least Figures 1, 17, 26, and 27 and related text).

50. **As per Claim 32**, Li the computer-implemented method as set forth in claim 23, wherein the program **provides** a listing of vehicle systems in response to input from the user that indicates a particular vehicle (see at least Figures 1, 17, 26, and 27 and related text).

51. **As per Claim 33**, the computer-implemented method as set forth in claim 23, wherein the program **provides** a listing of parts in a vehicle system in response to input from the user that indicates a particular vehicle system.

52. **As per Claim 34**, Li discloses the computer-implemented method as set forth in claim 23, wherein the computer program **provides** a work summary. (see Figure 17 and related text, Column 5, Lines 13-18, Data fields for the cases database 91 include summary, keywords, diagnosis, vehicle information, and servicing recommendation.; Figure 2-no. 91 and related text).

53. **As per Claim 35**, Li discloses the computer-implemented method as set forth in claim 23, wherein the program can save a warranty claim and the information used in developing the warranty claim in a computer file for future access, research and tracking (see Figures 1-6 and related text; Column 1, Lines 65-67 through Column 2, Lines 1-7).

54. **As per Claim 36**, Li discloses the computer-implemented method as set forth in claim 23, wherein said database includes a listing of bills of materials for the vehicles and a listing of the parts set forth in each of said bills of materials for the vehicles, and said program **provides** a listing of bills of material for a vehicle in response to input from the user that indicates that vehicle (see at least Figures 1, 17, 26, and 27 and related text).

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55. **As per Claim 37**, Li discloses the computer-implemented method as set forth in claim 23, wherein the program **provides** parts for a particular bill of materials in response to input from the user indicates that bill of materials, **provides** the original equipment manufacturer's standard repair time allowed for repair in response to input from the user indicates a particular part, **provides** the original equipment manufacturer's proper failure and cause codes in response to input from the user indicates a particular part (see at least Figures 1, 17, 26, and 27 and related text; see Figure 28 and related text; Column 8, Lines 46-49, FIG. 28 depicts an user interface whereby multi-media failure code descriptions are provided to the service associate in order to determine what type of problem exists relative to the vehicle).

Li does not expressly disclose that the program prepares a warranty claim on the original equipment manufacturer's standard form for a warranty claim based on the aforesaid information.

However, Anderson teaches a program that prepares a warranty claim on the original equipment manufacturers' standard form for a warranty claim (§32, A user may access service and warranty information by using link 320 which leads to a services and warranty screen depicted in FIG. 4. Services and warranty screen 400 may include a plurality of links including but not limited to a service link 410 which **provides** service details, maintenance logs, and any recall information relating to the user's vehicle. Accordingly, a user who is not aware of a product recall on a part of the vehicle may proceed to service link 410 and be apprised of such information. Services and warranty application 400 also includes a warranty link 420. Proceeding through link 420 will provide a user with specific warranty information regarding the user's vehicle. Accordingly, a user need not keep paper records of warranty information, the warranty information being retrievable and accessible on-line.).

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Therefore, it would have been obvious to a person having ordinary skill in the art at the time the invention was made to modify the invention of Li with the teachings of Anderson so that the program prepares a warranty claim on the original equipment manufacturers' standard form for a warranty claim.

A person having ordinary skill in the art at the time the invention was made would have been motivated to do so in order to prevent the user from having to keep paper records of warranty information as taught by Anderson (¶32).

56. **As per Claim 38**, Li discloses the computer-implemented method as set forth in claim 23, wherein said database further includes supplier numbers for parts, and said program operates using supplier numbers as well as original equipment manufacturer's numbers. However, Anderson teaches supplier parts and original equipment manufacturer's parts (see at least Figure 6D and related text; see at least Figure 4B and related text)

Therefore, it would have been obvious to a person having ordinary skill in the art at the time the invention was made to modify the invention of Li with the teachings of Anderson so that the database further includes supplier numbers for parts, and said program operates using supplier numbers as well as original equipment manufacturer's numbers.

A person having ordinary skill in the art at the time the invention was made would have been motivated to do so in order to make the program easier to use.

57. **As per Claim 39**, Li discloses the computer-implemented method as set forth in claim 24, wherein the program provides a listing of vehicle parts for a particular vehicle listed in the database in response to input from the user indicates a particular vehicle in the database (see at least Figures 1, 17, 26, and 27 and related text).

58. **As per Claim 40**, Li disclose the computer-implemented method as set forth in claim 24, wherein the program provides the original equipment manufacturer's standard repair time

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allowed for repair in response to input from the user indicates a particular part (see Figure 17-324 oil filter 101Mopar; Column 7, Lines 30-37, A work order is entered into the interface, and the standard number of hours and costs associated with performing the work is retrievable from the databases of the present invention so that a standard cost in hours to service the vehicle can be used by service shops throughout the entire country. The work order data is generally shown by reference numeral 324.)

59. **As per Claim 41**, Li discloses the computer-implemented method as set forth in claim 24, wherein the program **provides** the original equipment manufacturer's proper failure and cause codes in response to input from the user indicates a particular part (see at least Figures 1, 17, 26, and 27 and related text; see Figure 28 and related text; Column 8, Lines 46-49, FIG. 28 depicts an user interface whereby multi-media failure code descriptions are provided to the service associate in order to determine what type of problem exists relative to the vehicle).

60. **As per Claim 42**, Li does not expressly disclose the computer-implemented method as set forth in claim 24, wherein the program prepares a warranty claim on the original equipment manufacturers' standard form for a warranty claim.

However, Anderson teaches a program that prepares a warranty claim on the original equipment manufacturers' standard form for a warranty claim (¶32, A user may access service and warranty information by using link 320 which leads to a services and warranty screen depicted in FIG. 4. Services and warranty screen 400 may include a plurality of links including but not limited to a service link 410 which **provides** service details, maintenance logs, and any recall information relating to the user's vehicle. Accordingly, a user who is not aware of a product recall on a part of the vehicle may proceed to service link 410 and be apprised of such information. Services and warranty application 400 also includes a warranty link 420.

Proceeding through link 420 will provide a user with specific warranty information regarding the

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user's vehicle. Accordingly, a user need not keep paper records of warranty information, the warranty information being retrievable and accessible on-line.).

Therefore, it would have been obvious to a person having ordinary skill in the art at the time the invention was made to modify the invention of Li with the teachings of Anderson so that the program prepares a warranty claim on the original equipment manufacturers' standard form for a warranty claim.

A person having ordinary skill in the art at the time the invention was made would have been motivated to do so in order to prevent the user from having to keep paper records of warranty information as taught by Anderson (§32).

61. **As per Claim 43**, Li discloses the computer-implemented method as set forth in claim 24, wherein the vehicles are indexed in the database using some portion of each vehicle's official vehicle identification number such that the user is enabled to search for information associated with a particular vehicle by said portion (see Figure 17 and related text; Column 7, Lines 9-12, With respect to FIG. 17, a service associate can specify a particular vehicle via keypunching the VIN number or via VIN wireless bar code scanner that prepopulate these data fields as shown by reference numeral 300).

62. **As per Claim 44**, Li discloses the computer-implemented method as set forth in claim 24, wherein the vehicles are indexed in the database using a vehicle identification number assigned by the user such that the user is enabled to search for information associated with a particular vehicle by said number.

However, Anderson teaches a vehicle identification number and personalization of the vehicle information (§12, Yet still another exemplary embodiment of the invention relates to a vehicle personalization system. The vehicle personalization system includes a communications network, a server computer in communication with the communications network, and a client

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computer in communication with the communications network. The vehicle personalization system also includes a vehicle personalization database accessible by the server computer, the vehicle personalization database including information for an individual vehicle relating to the customization of the individual vehicle; ¶13, a program running on the server computer, the program configured to provide access to vehicle specific data stored in the vehicle personalization database, based on a vehicle specific identifier provided to the server computer by the client computer).

Therefore, it would have been obvious to a person having ordinary skill in the art at the time the invention was made to modify the invention of Li with the teachings of Anderson so that the vehicles are indexed in the database using a vehicle identification number by the user such that the user is **enabled** to search for information associated with a particular vehicle by said number.

A person having ordinary skill in the art at the time the invention was made would have been motivated to do so in order to simplify access to vehicle information.

63. **As per Claim 45**, Li discloses the computer-implemented method as set forth in claim 24, wherein vehicle parts for each vehicle are indexed in the database by vehicle systems (see at least Figures 1, 17, 26, and 27 and related text; see Figure 28 and related text; Column 8, Lines 46-49, FIG. 28 depicts an user interface whereby multi-media failure code descriptions are provided to the service associate in order to determine what type of problem exists relative to the vehicle).

64. **As per Claim 46**, Li discloses the computer-implemented method as set forth in claim 24, wherein the program **provides** a listing of vehicle systems in response to input from the user that indicates a particular vehicle (see at least Figures 1, 17, 26, and 27 and related text; see Figure 28 and related text; Column 8, Lines 46-49, FIG. 28 depicts an user interface

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whereby multi-media failure code descriptions are provided to the service associate in order to determine what type of problem exists relative to the vehicle).

65. **As per Claim 47**, Li discloses the computer-implemented method as set forth in claim 24, wherein the program **provides** a listing of parts in a vehicle system in response to input from the user that indicates a particular vehicle system (see at least Figures 1, 17, 26, and 27 and related text; see Figure 28 and related text; Column 8, Lines 46-49, FIG. 28 depicts an user interface whereby multi-media failure code descriptions are provided to the service associate in order to determine what type of problem exists relative to the vehicle).

66. **As per Claim 48**, Li discloses the computer-implemented method as set forth in claim 24, wherein the computer program **provides** a work summary . (see Figure 17 and related text, Column 5, Lines 13-18, Data fields for the cases database 91 include summary, keywords, diagnosis, vehicle information, and servicing recommendation.; Figure 2-no. 91 and related text).

67. **As per Claim 49**, Li discloses the computer-implemented method as set forth in claim 24, wherein the program can save a warranty claim and the information used in developing the warranty claim in a computer file for future access, research and tracking (see Figures 1-6 and related text; Column 1, Lines 65-67 through Column 2, Lines 1-7.).

68. **As per Claim 50**, Li discloses the computer-implemented method as set forth in claim 24, wherein said database includes a listing of bills of materials for the vehicles and a listing of the parts set forth in each of said bills of materials for the vehicles, and said program **provides** a listing of bills of material for a vehicle in response to input from the user that indicates that vehicle (see at least Figures 1, 17, 26, and 27 and related text; see Figure 28 and related text; Column 8, Lines 46-49, FIG. 28 depicts an user interface whereby multi-media failure code

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descriptions are provided to the service associate in order to determine what type of problem exists relative to the vehicle).

69. **As per Claim 51**, Li discloses the computer-implemented method as set forth in claim 24, wherein the program **provides** parts for a particular bill of materials in response to input from the user indicates that bill of materials, **provides** the original equipment manufacturer's standard repair time allowed for repair in response to input from the user indicates a particular part, **provides** the original equipment manufacturer's proper failure and cause codes in response to input from the user indicates a particular part (see at least Figures 1, 17, 26, and 27 and related text; see Figure 28 and related text; Column 8, Lines 46-49, FIG. 28 depicts an user interface whereby multi-media failure code descriptions are provided to the service associate in order to determine what type of problem exists relative to the vehicle).

Li does not expressly disclose that the program prepares a warranty claim on the original equipment manufacturer's standard form for a warranty claim based on the aforesaid information.

However, Anderson teaches a program that prepares a warranty claim on the original equipment manufacturers' standard form for a warranty claim (§32).

Therefore, it would have been obvious to a person having ordinary skill in the art at the time the invention was made to modify the invention of Li with the teachings of Anderson so that the program prepares a warranty claim on the original equipment manufacturers' standard form for a warranty claim.

A person having ordinary skill in the art at the time the invention was made would have been motivated to do so in order to prevent the user from having to keep paper records of warranty information as taught by Anderson (§32).

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70. **As per Claim 52**, Li discloses the computer-implemented method as set forth in claim 24, wherein said database further includes supplier numbers for parts, and said program operates using supplier numbers as well as original equipment manufacturer's numbers.

However, Anderson teaches supplier parts and original equipment manufacturer's parts (see at least Figure 6D and related text; see at least Figure 4B and related text)

Therefore, it would have been obvious to a person having ordinary skill in the art at the time the invention was made to modify the invention of Li with the teachings of Anderson so that the database further includes supplier numbers for parts, and said program operates using supplier numbers as well as original equipment manufacturer's numbers.

A person having ordinary skill in the art at the time the invention was made would have been motivated to do so in order to make the program easier to use.

71. **As per Claim 53**, Li discloses the computer-implemented method as set forth in claim 1, wherein the computer program automatically posts to a work summary based on the aforesaid information (see Figure 17 and related text, Column 5, Lines 13-18, Data fields for the cases database 91 include summary, keywords, diagnosis, vehicle information, and servicing recommendation.; Figure 2-no. 91 and related text).

72. **As per Claim 54**, Li discloses the computer-implemented method as set forth in claim 1, wherein the program stores warranty claim and work summary history information used in developing the warranty claim in a computer file (see Figure 17 and related text, Column 5, Lines 13-18, Data fields for the cases database 91 include summary, keywords, diagnosis, vehicle information, and servicing recommendation.; Figure 2-no. 91 and related text; see Figures 1-6 and related text; Column 1, Lines 65-67 through Column 2, Lines 1-7.).

73. **As per Claim 55**, Li discloses the computer-implemented method as set forth in claim 1, wherein said database further includes a listing and images of bills of materials for the vehicles

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and a listing and images of the parts set forth in each of said bills of materials for the vehicles, and wherein said program **provides** a listing of bills of material for a vehicle in response to input from the user indicates that vehicle, **provides** parts and images for a particular bill of materials in response to input from the user indicates that bill of materials, **provides** the original equipment manufacturer's standard repair time allowed for repair in response to input from the user indicates a particular part, **provides** the original equipment manufacturer's proper failure and cause codes in response to input from the user indicates a particular parts (see at least Figures 1, 17, 26, and 27 and related text; see Figure 28 and related text; Column 8, Lines 46-49, FIG. 28 depicts an user interface whereby multi-media failure code descriptions are provided to the service associate in order to determine what type of problem exists relative to the vehicle).

Li does not expressly disclose that the program prepares a warranty claim on the original equipment manufacturer's standard form for a warranty claim based on the aforesaid information.

However, Anderson teaches a program that prepares a warranty claim on the original equipment manufacturers' standard form for a warranty claim (§32).

Therefore, it would have been obvious to a person having ordinary skill in the art at the time the invention was made to modify the invention of Li with the teachings of Anderson so that the program prepares a warranty claim on the original equipment manufacturers' standard form for a warranty claim.

A person having ordinary skill in the art at the time the invention was made would have been motivated to do so in order to prevent the user from having to keep paper records of warranty information as taught by Anderson (§32).

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74. **As per Claim 56**, Li discloses the computer-implemented method as set forth in claim 10, wherein the program automatically posts to and stores the warranty claim and the work summary information used in developing the warranty claim in a computer file (see Figure 17 and related text, Column 5, Lines 13-18, Data fields for the cases database 91 include summary, keywords, diagnosis, vehicle information, and servicing recommendation.; Figure 2-no. 91 and related text)..

75. **As per Claim 57**, Li discloses the computer-implemented method as set forth in claim 23, wherein the computer program provides a work summary, provides a vehicle history file, and links to another system for at least one of parts ordering and retrieval (see Figure 17 and related text; Column 7, Lines 24-28, The service history associated with the vehicle independent of who had owned the vehicle (i.e., based upon VIN number) is reviewable by activating button 316. Any type of quality control issues associated with the vehicle is accessible by activating button 320; Column 4, Lines 13-18, Data fields for the cases database 91 include summary, keywords, diagnosis, vehicle information, and servicing recommendation. The case based reasoning module 30 also includes a dialog module 32 for generating case-specific queries based on the symptoms database 90, and the cases database 91.).

76. **As per Claim 58**, Li discloses the computer-implemented method as set forth in claim 24, wherein the computer program posts to a work summary and vehicle history file (see Figure 17 and related text; Column 7, Lines 24-28, The service history associated with the vehicle independent of who had owned the vehicle (i.e., based upon VIN number) is reviewable by activating button 316. Any type of quality control issues associated with the vehicle is accessible by activating button 320; Column 4, Lines 13-18, Data fields for the cases database 91 include summary, keywords, diagnosis, vehicle information, and servicing recommendation.

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The case based reasoning module 30 also includes a dialog module 32 for generating case-specific queries based on the symptoms database 90, and the cases database 91.).

Conclusion

THIS ACTION IS MADE FINAL. Applicant is reminded of the extension of time policy as set forth in 37 CFR 1.136(a).

A shortened statutory period for reply to this final action is set to expire THREE MONTHS from the mailing date of this action. In the event a first reply is filed within TWO MONTHS of the mailing date of this final action and the advisory action is not mailed until after the end of the THREE-MONTH shortened statutory period, then the shortened statutory period will expire on the date the advisory action is mailed, and any extension fee pursuant to 37 CFR 1.136(a) will be calculated from the mailing date of the advisory action. In no event, however, will the statutory period for reply expire later than SIX MONTHS from the mailing date of this final action.

Any inquiry concerning this communication or earlier communications from the examiner should be directed to Kellie Campbell whose telephone number is 571-270- 5495. The examiner can normally be reached on Monday through Thursday, 6:30 am to 5 pm est. If attempts to reach the examiner by telephone are unsuccessful, the examiner's supervisor, Alexander Kalinowski can be reached on 571-272-6771. The fax phone number for the organization where this application or proceeding is assigned is 571-273-8300.

Information regarding the status of an application may be obtained from the Patent Application Information Retrieval (PAIR) system. Status information for published applications may be obtained from either Private PAIR or Public PAIR. Status information for unpublished applications is available through Private PAIR only.

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For more information about the PAIR system, see

<http://pair-direct.uspto.gov>. Should you have questions on access to the Private

PAIR system, contact the Electronic Business Center (EBC) at 866-217-9197

(toll-free). If you would like assistance from a USPTO Customer Service

Representative or access to the automated information system, call 800-786-

9199 (IN USA OR CANADA) or 571-272-1000.

K.C.

/Olabode Akintola/

Primary Examiner, Art Unit 3691